

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio and telephone technology to assure that saving lives and property can always be attained.

Outcomes

1. Ensure citizens receive prompt emergency and medical care, the Communications Center will maintain a 90 second dispatch time average on all emergency calls throughout the County. Responding units will have the following response time averages:
 - a. EMS – 8 minute average response time, which is a 9 ½ minute average total response time.
 - b. Rescue – 6 minute average response time, which is a 7 ½ minute average total response.
 - c. Fire – strive to meet a 6 minute average response time, which is a 7 ½ minute average total response.
2. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.
 - a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants.
 - b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
 - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including pursuing sharing microwave communications at State Highway Patrol sites.
3. The Communications Center will provide quality customer service to all public safety agencies by responding to field units within 15 seconds of each unit's call. Accomplishment evidenced by maintaining an overall satisfaction rating of 90% or better from all public safety agencies.
4. Promote sound employee relations and morale by establishing an Employee Relations Committee to secure feedback about the work environment, workload, schedules, and other factors affecting the workplace.

Communications Center

Organization: 280100

	2006/07 Actual	2007/08 Current	2008/09 Requested	2008/09 Approved	Percent Change
Revenue					
Miscellaneous	\$19,545	\$18,540	\$19,096	\$19,096	3%
State	0	0	26,508	26,508	0%
General Fund	1,196,212	1,261,691	1,603,698	1,566,791	24%
Total	\$1,215,757	\$1,280,231	\$1,649,302	\$1,612,395	26%
Expenses					
Personal Services	\$1,086,205	\$1,143,071	\$1,272,152	\$1,265,857	11%
Supplies & Operations	129,552	137,160	377,150	346,538	153%
Capital	0	0	0	0	0%
Total	\$1,215,757	\$1,280,231	\$1,649,302	\$1,612,395	26%
Employees					
Permanent	24.00	24.00	27.00	27.00	13%
Hourly	3.40	2.30	2.37	2.37	3%
Total	27.40	26.30	29.37	29.37	12%

Budget Highlights

The budget includes 2 new Telecommunicators. Based on the study recommendations from the 2000 Emergency Services Plan and national data, the Communications Center developed a strategic plan which indicates we are currently at least 5-6 Telecommunicators understaffed when looking at call volume and calls per Telecommunicator. It is recommended that 2 Telecommunicators be added each year through FY 2010/11 to address this deficit.

The Federal Aviation Administration requires periodic maintenance on towers to ensure visibility from the air. Accordingly, the tower behind the Justice Center will need to be painted next year at an anticipated cost of \$40,000. Verizon Wireless has been leasing space on the tower. These rent funds will be used to perform the necessary maintenance.

The budget also continues a Telecommunicator Trainer position added by grant during Fiscal Year 2007/08. This position oversees necessary Emergency Medical Dispatch (EMD) training and a Quality Assurance program for EMD calls.

State law changed with respect to surcharges for 911 systems. The budget includes \$150,000 in costs transferred from the Emergency Telephone Fund to the General Fund that are not allowable expenses under the new law.

Performance Measurement

Fiscal Year 2008/09

Outcomes for Fiscal Year 2008/09 continue to focus on maintaining a 90 second emergency medical dispatch response time, providing good customer service to public safety agencies dispatched, and expansion of interoperable communications systems.

Fiscal Year 2007/08

The Communications Center continues to dispatch emergency medical calls within 90 seconds or less in an attempt to ensure citizens receive prompt medical care. With increased call volume, this outcome is becoming increasingly difficult to meet. Staff continues to work with local businesses and the public to improve community awareness of the 911 process by conducting public education programs and developing pamphlets for the proper uses of 911.

Fiscal Year 2006/07

Communications Center staff and County leadership continued to work with the State Highway Patrol and other Counties in the region to establish a cost effective solution to interoperable radio systems between agencies in Catawba County and the surrounding area. The County participated in an 11 County grant project to obtain basic interoperable radio equipment that can be expanded. Efforts continued with the Highway Patrol to share resources such as radio towers and microwave technology.